



#7
01/22/02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Srinivasan, et al.)

Serial No.: 09/804,728)

Filed: 03/13/01)

Our Ref: 01-172)

**METHOD AND APPARATUS FOR
INTERNET CUSTOMER RETENTION**

October 15, 2001

Commissioner of Patents and Trademarks
Washington DC 20231

Sir/Madam:

Technology Center 2100

NOV 6 8 2001

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CHANGE OF ATTORNEY'S ADDRESS

In regard to the above-identified application, please make the following change of address in your records so that all correspondence can be promptly received.

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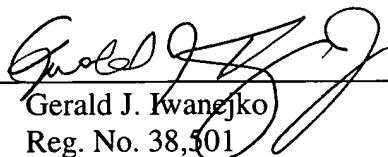
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Respectfully submitted,
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